BLUE RIDGE BANK

Online Business Banking FAQs

1. **Q: What helpful resources are available for clients?**
   A: Clients can easily access their step by step Client Guide from the menu to the left of the Dashboard and clicking on Support, then scrolling down below our Mission Statement.

2. **Q: What if I still need help even after reviewing the Online Business Banking Client Guide?**
   A: You can open a chat under "Messages" or email treasurysupport@mybrb.bank.

3. **Q: As an Administrator, how do I reset a user's password?**
   A: Choose My Profile>Business Mgmt.>User Mgmt. Select the user needing to be reset, choose the triple dots next to their username and choose "Send password reset link."

4. **Q: Where can I edit my account pseudo (nickname) name?**
   A: Select the account within the Dashboard, Settings to the right of your account, Account details at the top of the screen, choose "Rename" to the right of your account name to edit, enter your new account pseudo name, and save.

5. **Q: Where can I change my username?**
   A: Edit your username under Cash Management>Options. Users with entitlement access can edit usernames under My Profile>Business Mgmt.>User.

6. **Q: Are Positive Pay, Wire, and ACH cutoff times still the same?**
   A: Yes, nothing has changed with cutoff times and windows of operation.

7. **Q: Where do I go to process Positive Pay, ACH, or Wires?**
   A: Positive Pay, ACH and Wires are found under the Payments dropdown on the Dashboard.

8. **Q: What if I don't have a Payments option within the menu on my Dashboard?**
   A: Clients that have 2 or less services will see **All** of their services directly on the main menu.

9. **Q: Do I still access my Bill Pay through Cash Management?**
   A: No, Bill Pay is now accessed from the Dashboard under Payments.

10. **Q: Where do I go to create a new user or update existing user(s)?**
    A: Step by step instructions are provided beginning on page 46 of the **Client Guide**.

11. **Q: I received a Wire PIN failure, what do I do?**
    A: Wires are now processed from the menu next to your main Dashboard. If you have 2 or less services Wires option will be listed directly on the menu. If you have 3 or more services with us then they will be under the New Payments option on the menu. Step by step instructions are provided beginning on page 22 of the **Client Guide.**

12. **Q: Where do I access my reports?**
    A: Reporting is available under Cash Management.

13. **Q: Where do I turn on or change alerts?**
    A: Alerts are available to under Cash Management>Options>Alerts>Events.